

**Section VI**  
**2015 Department on Aging**  
**Program/Service Guidelines**  
**Outreach in Public Housing**

**1. Introduction/Background Information**

The Milwaukee County Department on Aging (MCDA) is responsible for the local administration of federal/state long-term care funding for older adults. These funding resources require outreach activity/service as an essential component linking elderly individuals with needed long term care support.

Outreach is defined as an array of activities and services designed to make known to the public information regarding long term support services as well other social, health and informational supports.

Applicants for MCDA funding to provide Outreach in Public Housing must comply with and incorporate the guidelines that follow. Applicants must include a description of how they will meet specific guidelines in the appropriate section(s) of Exhibit I, "Description of Proposed Programs and Services." At the option of the Department on Aging, and with the agreement of the Provider, this contract may be extended for each of the two following calendar years without a competitive Request for Proposal. Any such extension will be contingent upon satisfactory performance of the Provider, inclusion of sufficient funding in the Adopted County Budget for the year the contract is extended, and authorization by the Milwaukee County Board of Supervisors and/or County Executive.

**2. Eligible Vendors**

The applicant must have experience providing Outreach services to persons 60 and older and must be able to recruit qualified staff by January 2015 and to fill vacant positions within one month of their occurrence. The applicant must have prior experience working collaboratively with large government agencies and experience complying with complex federal and state funding program guidelines. The applicant must be able to provide outreach services in accordance with all state and federal guidelines. **(Include in Section 2.0, Part 5 and 6 of Exhibit I).**

**3. Eligible Program Participants**

All elderly persons not current clients of MCDA residing in city of Milwaukee public housing are eligible for outreach services.

#### **4. Program Activities**

Outreach activity or service will essentially consist of:

- a.) identifying elderly residents of public housing who have long term care needs and referring them to the long term care system, and
- b.) identifying elderly residents who have health or social concerns which place them at risk for entry into the long term care system and provide to them wellness, health promotion, disease prevention and educational programming designed to prevent or postpone the development of long term care needs. **(Include in Section 2.0, Part 2 of Exhibit I)**

Documentation: All outreach activity/service will be described on an individual basis with the individual receiving the service being identified as well as the nature of the service with same being documented and submitted to MCDA on a monthly basis.

#### **5. Performance Objectives (Include in Section 2.0, Part 2F of Exhibit I)**

A total of 3960 hours of Outreach activity will be provided during the 2015 contract year (330 hours per month) to elderly residents of public housing in the city of Milwaukee. In many instances outreach activity may involve only one resident in which case each hour of activity will be deemed to have been a “outreach activity hour”. In other instances outreach activity may involve multiple residents such as in a group meeting in which case only the hours of activity with the group will be deemed to be “outreach activity hours”.

#### **6. Participation in Neighborhood Services Project**

Not applicable

#### **7. Staff Qualifications**

Staff should have skills and knowledge acquired through a course of study leading to a bachelor’s degree in a health or human services related field. Human services related field includes the following: social work, sociology, psychology, educational psychology, rehabilitation counseling, counseling and guidance or nursing. Staff should have at least one year of recent (within past five years) experience working with older adults in a social work or nursing capacity. Work experience that qualifies includes the following: nursing home, home health or hospital social worker, outreach worker or community based case manager, public health or home health nurse. Extensive experience may substitute for degree in a human services related field. **(Include in Section 2.0, Part 3 of Exhibit I)**

## **8. Training**

Ongoing training in values based long term support care is required and shall consist of a minimum of 30 hours of training every two years. This includes best practice interviewing, documentation, care planning and coordination, problem resolution and relationship building skills training. Additionally, training should keep staff current with information about older adults, available community resources to meet needs and the most current eligibility determination information. This training may be in the form of inservices, workshops, conferences and continuing education offered by the agency, MCDA or other qualified organizations. **(Include in Section 2.0, Part 3 of Exhibit I)**

## **9. Supervision**

A full time on-site supervisor will be assigned to provide direction to staff. The supervisor shall have at a minimum a bachelors degree in social work, psychology or related field, at least four years direct care consulting experience, knowledge of long term support funding sources and community resources for older adults and completion of a course in supervision within the first year of hire. One year supervisory experience is preferred. **(Include in Section 2.0, Part 7B of Exhibit I)**

## **10. Billing and Reporting**

Providers will submit a monthly bill for services provided and appropriate service reports (see item 4 above) detailing progress on performance objectives to MCDA by the tenth working day of each month. All providers will be required to implement the National Aging Program Information System (NAPIS), to fulfill state and federal reporting requirements. **(Include in Section 2.0, Part 6 of Exhibit I)**

## **11. Budget**

The FTE calculation should include Outreach staff salaries and fringe benefits. Administrative costs of 15% are allowed and may include, but not limited to supervisory and clerical support, training, mileage reimbursement, office supplies, forms (paper and copying costs), office equipment (computers and copies), etc. **(Include in Sections 3.0 and 4.0 of Exhibit I)**. Information about the agency's vacation, holiday, sick and personal days policy must be provided. **(Include in Section 2.0, Part 3 of Exhibit I)**

In addition an annual audit of funds reimbursed to the vendor by MCDA will be required.

## **12. Match/Client Contributions**

There is no vendor "match" or client contribution requirements under this contract although applicants who provide matching support will receive special consideration.

### **13. Insurance Requirements**

Applicants must maintain minimum insurance coverage determined by the Milwaukee County Risk Manager in the following areas:

- (1) General liability,
- (2) Automobile liability,
- (3) Worker's compensation, including a waiver of subrogation;
- (4) Employee dishonesty; and
- (5) Milwaukee County listed as an additional insured

The Department on Aging will not award a contract unless the applicant secures adequate coverage, as defined by County, and provides certificate(s) of insurance that include all items listed above.